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| [Country]: Information Management Products and Services Catalogue  02 July 2014 |  |

Introduction

Background

When a disaster or conflict strikes, OCHA Country and Field Offices host a number of incoming IM colleagues who provide much needed support to augment the existing country IM Team. However, some incoming IMOs may have insufficient background on the situation, and hence, may require technical support and orientation to establish efficiency early in the emergency. One of the major challenges for incoming IMOs during a sudden onset of emergency is the understanding of country-specific IM products that are already available and IM products that need to be brought or prepared.

Purpose

The Information Management Product/Services Catalogue is a preparedness documentation template, which shall be completed locally by country IMOs. It aims to provide a more predictable IM products and services delivered at specific time and geographic level, which shall pave the way for faster response during a sudden onset emergency. Specifically, the Catalogue aims to answer what tools and services exist, where data is stored and where files/templates and any key notes/descriptions are located. Thus, it can serve as reference for incoming IMOs to generate IM products with minimal efforts. Further, it can serve as a tool for non-IMO staff on IM products and services that is expected to be delivered.

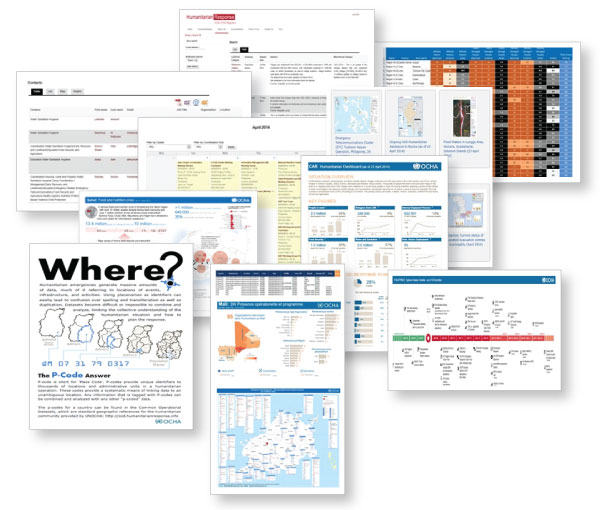


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Contact lists - IM product

|  |  |  |
| --- | --- | --- |
| Description | A database, whether online or offline that provide the name, organization, cluster, email, telephone number and location of actors working in an emergency or country. |  |
| IM tasks | Compile, update and manage contact list information |
| Focal Point | IMO |
| Frequency | As need arises; Part of preparedness activities to keep contact list updated. |
| Distribution | HR.info site, humanitarian kiosk, email, print |
| Audience | HCT, Cluster member agencies, IMOs, Government, I/NGOs, Donors, CSOs | |
| Data Sources | Cluster IMOs, HCT members and organizations, partners. | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** | <https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/toolbox/files/1.%20Intro%20Doc%20Contact%20Management.pdf> |
| Template | <https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/toolbox/files/2.%20Contact%20Management%20Tool.xlsx> |
| **Example** | <https://www.humanitarianresponse.info/applications/tools/toolbox-item/contact-management-examples> |
| COUNTRY |  |
| Template | <https://www.dropbox.com/s/ytq8j59yh831s1l/Contact%20List%20Template.xls> |
| **Working Files** | *[in local/cloud server]* |
| Tools | Use HR.info website for online version and MS Excel for offline version |
| Remarks |  |

Meeting schedules - IM product

|  |  |  |
| --- | --- | --- |
| Description | Describes the time, location, function, cluster and contact information of meetings. |  |
| IM tasks | Compile and update meeting schedule information |
| Focal Point | IMO |
| Frequency | Daily/weekly or as required |
| Distribution | HR.info site, humanitarian kiosk, email, print |
| Audience | HCT, Cluster member agencies, IMOs, Government, I/NGOs, Donors, CSOs | |
| Data Sources | Cluster IMOs, HCT members and organizations | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** | <https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/toolbox/files/1.%20Intro%20Doc%20Calendar.pdf> |
| Template | <https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/toolbox/files/2.%20Meeting%20Calendar%20Tool%20v0.1%2020130307-3.zip> |
| **Example** | <https://philippines.humanitarianresponse.info/calendar> |
| COUNTRY |  |
| Template | <https://www.dropbox.com/s/7sdzh9ye3hp3ffy/HCT%20List%20Feb2014.xls> |
| **Working Files** | *[in local/cloud server]* |
| Tools | Use HR.info website for online and MS Excel/Word for offline version |
| Remarks |  |

Maps - IM product

|  |  |  |
| --- | --- | --- |
| Description | Provide location, reference, thematic or operational map. On demand maps are produced based on requests. |  |
| IM tasks | Generate/produce maps |
| Focal Point | IMO |
| Frequency | As required |
| Distribution | HR.info, reliefweb site, humanitarian kiosk, email, print |
| Audience | HCT, Cluster member agencies, IMOs, Government, I/NGOs, Donors, CSOs, HQ |
| Data Sources | Clusters, HCT members and organizations, government agencies, COD/FOD, private institutions | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** | <https://www.humanitarianresponse.info/applications/tools/category/mapping-and-geospatial-analysis> |
|  | <https://www.dropbox.com/s/w71x7vqqivwna3t/OCHA%20Creating%20maps%20in%20PowerPoint%20-%20Nov%202013.ppt>  http://www.unocha.org/about-us/publications/ocha-graphics-style-book |
|  |  |
| Template | <https://ochanet.unocha.org/OS/HQ_Branches_Offices/CISB/OCHA_Templates/Map%20Templates/Forms/AllItems.aspx> |
| **Example** | <http://unocha.org/roap/maps-graphics/national-reference-maps-> **Reference Maps** |
|  | <http://reliefweb.int/location-maps> **- Location Maps** |
|  | <http://reliefweb.int/map/afghanistan/afghanistan-overview-flood-affected-areas-6-may-2014-> **Response Operational Maps** |
|  | <http://reliefweb.int/map/solomon-islands/solomon-islands-west-and-central-honiara-evacuation-centres-and-affected>- **Thematic Maps** |
| COUNTRY |  |
| Template | <https://www.dropbox.com/s/7sdzh9ye3hp3ffy/HCT%20List%20Feb2014.xls> |
| **Example** | <http://reliefweb.int/sites/reliefweb.int/files/resources/map_632.pdf-> **Location Maps** |
|  | <https://philippines.humanitarianresponse.info/search/type/map/map-type/reference-maps?search_api_views_fulltext=reference-> **Reference Maps** |
|  | <http://reliefweb.int/map/philippines/philippines-eastern-visayas-summary-response-activities-24-mar-2014-> **Response Operational Maps** |
|  | <https://philippines.humanitarianresponse.info/search/type/map/map-type/reference-maps?search_api_views_fulltext=reference>- **Thematic Maps** |
| Working Files | *[in local/cloud server]* |
| Tools | ArcGIS, Adobe Illustrator or PowerPoint mapping |
| Remarks |  |

Humanitarian Snapshot - IM product

|  |  |  |
| --- | --- | --- |
| Description | A one-page infographic focusing on spatial, graphics and textual summaries of an emergency. It provides timely visual of thematic issues and trends related to an emergency. | Untitled-1 |
| IM tasks | Collect and process data, generate maps, tables and graphs to produce snapshot/ infographic |
| Focal Point | IMO/VIU |
| Frequency | Typically released weekly on the first 2 months of an L3 emergency; monthly along with humanitarian bulletin or as required |
| Distribution | HR.info, reliefweb site, humanitarian kiosk, email, print |
| Audience | HCT, Cluster member agencies, IMOs, Government, I/NGOs, Donors, CSOs, HQ | |
| Data Sources | Clusters, HCT members and organizations, government agencies, COD/FOD, private institutions, FTS | |

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| INTERNAL |  |
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| **Resources** | <https://ochanet.unocha.org/OS/HQ_Branches_Offices/CISB/OCHA_Templates/Map%20Templates/Forms/AllItems.aspx> |
|  | <http://www.unocha.org/about-us/publications/ocha-graphics-style-book> |
| Template | <https://www.dropbox.com/s/ztuy5bzch6h9knv/Humanitarian%20Snapshot%2031March2014%20v3.ai> |
| **Example** | <http://reliefweb.int/report/south-sudan/south-sudan-crisis-humanitarian-snapshot-12-may-2014> |
|  | <http://reliefweb.int/report/chad/chad-major-humanitarian-issues-and-contexts-humanitarian-snapshot-30-apr-2014> |
| COUNTRY |  |
| Template |  |
| **Example** | <https://philippines.humanitarianresponse.info/search/type/map/map-type/snapshot?search_api_views_fulltext=> |
|  | <https://www.dropbox.com/s/ztuy5bzch6h9knv/Humanitarian%20Snapshot%2031March2014%20v3.ai> |
| **Working Files** | *[in local/cloud server]* |
| Tools | Use ArcGIS to create the base map and Adobe Illustrator to finalize the product |
| Remarks |  |

Humanitarian Dashboard - IM product

|  |  |  |
| --- | --- | --- |
| Description | Provide visual overview of progress towards meeting the needs in a humanitarian response. It allows stakeholders to quickly understand the strategic priorities of a response, the key figures characterizing the crisis, and the most important humanitarian needs and related response per sector/cluster. |  |
| IM tasks | Collect and process data, generate maps, tables, graphs to produce dashboard infographic |
| Focal Point | IMO/Reporting |
| Frequency | Typically released along with the SRP/appeal or as required |
| Distribution | HR.info, reliefweb site, humanitarian kiosk, email, print |
| Audience | HCT, Cluster member agencies, IMOs, Government, I/NGOs, Donors, CSOs, HQ | |
| Data Sources | Clusters, HCT members and organizations, government agencies, COD/FOD, private institutions, FTS | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** | <https://assessments.humanitarianresponse.info/files/Dashboard%20Guidance.pdf> |
|  | <https://ochanet.unocha.org/p/Documents/2012_Guidance_Dashboard_CAP.pdf> |
|  | <http://www.unocha.org/about-us/publications/ocha-graphics-style-book> |
| Template | <https://ochanet.unocha.org/OS/HQ_Branches_Offices/CISB/OCHA_Templates/Dashboard_Template/Forms/AllItems.aspx> |
| **Example** | <http://reliefweb.int/report/haiti/haiti-humanitarian-dashboard-january-march-2014> |
| COUNTRY |  |
| Template | <https://www.dropbox.com/s/7sdzh9ye3hp3ffy/HCT%20List%20Feb2014.xls> |
| **Example** | <https://philippines.humanitarianresponse.info/visuals/typhoon-haiyan-yolanda-humanitarian-dashboard-7-mar-2014> |
| **Working Files** | *[in local/cloud server]* |
| Tools | Use either MS Excel or Adobe Illustrator templates |
| Remarks |  |

Who What Where (3W) - IM product

|  |  |  |
| --- | --- | --- |
| Description | Provide key information regarding which organizations (Who) are carrying out which activities (What) in which locations (Where) in an emergency. It can be a table, map or infographic. |  |
| IM tasks | Collect, consolidate, clean, process and produce 3W matrix, summary tables and visuals. |
| Focal Point | IMO |
| Frequency | Depending on the IMWG agreement or as required. |
| Distribution | HR.info, reliefweb site, humanitarian kiosk, email, print |
| Audience | HCT, Cluster member agencies, IMOs, Government, I/NGOs, Donors, CSOs, HQ |
| Data Sources | Clusters, HCT members and organizations, partners, government agencies, COD/FOD, CSOs and private institutions. | |

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| **Resources** | https://www.humanitarianresponse.info/applications/tools/category/3w-who-does-what-where |
| Template | <https://ochanet.unocha.org/CA/Information_Management/IM%20CoP/Recommended%20IM%20Tools/Forms/AllItems.aspx?RootFolder=%2FCA%2FInformation%5FManagement%2FIM%20CoP%2FRecommended%20IM%20Tools%2FSimple%20Tools%2F3WOP%20Excel%20Template> |
| **Example** | <https://philippines.humanitarianresponse.info/visuals/typhoon-haiyanyolanda-3w-matrix-10feb2013>- **Matrix** |
|  | <http://reliefweb.int/sites/reliefweb.int/files/resources/20140423_CAR_3WOP.pdf> - **3W Operational Presence Map-Overall** |
|  | <http://reliefweb.int/sites/reliefweb.int/files/resources/Mali_3wop_20140425.pdf> - **3W Operational Presence Map/list** |
|  | <http://reliefweb.int/report/philippines/philippines-interesting-facts-based-3w-17-december-2013>- **Infographic/Map** |
| COUNTRY |  |
| Template | <https://www.dropbox.com/s/33ys0bapcejnruo/3w-matrix-24mar14.docx> |
| **Example** | <https://philippines.humanitarianresponse.info/visuals/region-vi-western-visayas-3w-matrix-23-april-2014> |
|  | <https://philippines.humanitarianresponse.info/visuals/bohol-3w-map-30-march-2014> |
|  | <https://philippines.humanitarianresponse.info/visuals/ocha-3w-product-typhoon-yolanda-17-dec-2013> |
| **Working Files** | *[in local/cloud server]* |
| Tools | Use of MS Excel to consolidate and process 3W data, ArcGIS to generate generic 3W map, Adobe Illustrator for 3W infographics and MS Word/MS Excel for 3W tables/matrix |
| Remarks |  |

Funding Graphics – IM product

|  |  |  |
| --- | --- | --- |
| Description | Provide visual of funding status, issues and trends related to an emergency or an appeal. |  |
| IM tasks | Consolidate funding figures and produce Snapshot |
| Focal Point | IMO/Reporting |
| Frequency | Weekly/monthly or as required |
| Distribution | HR.info, reliefweb site, humanitarian kiosk, email, print |
| Audience | HCT, Cluster member agencies, I/NGOs, Donors, CSOs, HQ | |
| Data Sources | FTS, clusters, government agencies, Donors | |

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| INTERNAL |  |
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| **Resources** |  |
| Template | <https://ochanet.unocha.org/OS/HQ_Branches_Offices/CISB/OCHA_Templates/Map%20Templates/Forms/DispForm.aspx?ID=41> |
| **Example** | <http://reliefweb.int/report/south-sudan/south-sudan-crisis-response-plan-funding-25-feb-2014> |
| COUNTRY |  |
| Template |  |
| **Example** | <https://philippines.humanitarianresponse.info/visuals/typhoon-haiyan-funding-snapshot-15-november> |
| **Working Files** | *[in local/cloud server]* |
| Tools | Use of MS Excel to process funding data and Adobe Illustrator to generate product |
| Remarks |  |

On demand Infographic/Visualization – IM product

|  |  |  |
| --- | --- | --- |
| Description | This can include infographic needed on an adhoc basis like organigramme, event timeline, design of briefing kits, provincial/regional area profiles, theme specific infographics, etc. |  |
| IM tasks | Collect, process data/information, design and produce infographic. |
| Focal Point | IMO/Reporting/PI |
| Frequency | As requested/required |
| Distribution | HR.info, humanitarian kiosk, email, print |
| Audience | HCT, Cluster member agencies, I/NGOs, Donors, CSOs, HQ, OCHA | |
| Data Sources | Clusters, HCT members and organizations, government agencies, I/NGOs, Donors. | |

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| INTERNAL |  |
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| **Resources** |  |
| **Example** | <https://www.dropbox.com/s/f0r26lhdxb48ghs/OCHA%20PHL-Organigramme_Feb12.pdf> |
|  | <https://philippines.humanitarianresponse.info/visuals/snapshot-foreign-deployed-military-assets> |
| COUNTRY |  |
| Template |  |
| **Example** | <https://philippines.humanitarianresponse.info/visuals/typhoon-haiyan-six-months> |
|  | <https://philippines.humanitarianresponse.info/visuals/coconut-tree-damages-eastern-visayasregion-viii> |
|  | <https://philippines.humanitarianresponse.info/visuals/typhoon-haiyan-first-100-days-infographic> |
| **Working Files** | *[in local/cloud server]* |
| Tools | Generally use of Adobe Illustrator but sometimes use of MS Word, Powerpoint and Piblisher |
| Remarks |  |

COD/FOD - IM Services

|  |  |  |
| --- | --- | --- |
| Description | Critical baseline datasets that collected and maintained as part of preparedness activities used to support work of humanitarian actors during an emergency. |  |
| IM tasks | Collect, consolidate and update COD/FOD. Coordinate with stakeholders |
| Focal Point | IMO |
| Frequency | As soon as data are available or as requested . |
| Distribution | HR.info, email, skype |
| Audience | Cluster IMOs, Government, I/NGOs | |
| Data Sources | Clusters, HCT members and organizations, government agencies, CSOs and private institutions, I/NGOs. | |

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| INTERNAL |  |
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| **Resources** | <https://www.humanitarianresponse.info/applications/data> |
| Template |  |
| **Example** |  |
| COUNTRY |  |
| Template |  |
| **Example** | <https://www.humanitarianresponse.info/applications/data/datasets/table/locations/philippines> |
| **Working Files** | *[in local/cloud server]* |
| Tools | Use of ArcGIS for spatial data and MS Excel for tabular data |
| Remarks |  |

Assessment Registry - IM Services

|  |  |  |
| --- | --- | --- |
| Description | A compilation of assessments that may include assessment metadata and/or data/report conducted in by partners in relation to an emergency. |  |
| IM tasks | Collect, consolidate assessment information |
| Focal Point | IMOs (In the absence of Assessment expert) |
| Frequency | As requested or as reports are received. |
| Distribution | HR.info, email, skype |
| Audience | Cluster IMOs, Government, I/NGOs, Researchers | |
| Data Sources | Clusters, HCT members and organizations, government agencies, private institutions | |

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| INTERNAL |  |
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| **Resources** | <https://www.humanitarianresponse.info/applications/ir> |
|  | <https://www.humanitarianresponse.info/applications/tools/category/assessment-registry> |
| Template | <https://assessments.humanitarianresponse.info/guidance#AssessmentQuestionnaires> |
| **Example** |  |
| COUNTRY |  |
| Template | <https://www.dropbox.com/sh/n6itxdyxjjzedgl/AABYHEOriWaU53N-lZBR7N4Fa> |
| **Example** |  |
| **Working Files** | *[in local/cloud server]* |
| Tools | Use of HR.info to consolidate assessment documents under assessment page |
| Remarks |  |

Cluster Indicator/Monitoring Matrix - IM Services

|  |  |  |
| --- | --- | --- |
| Description | List of indicators identified and agreed by the cluster to monitor the progress of an operation/emergency. |  |
| IM tasks | Collect and consolidate cluster indicators and data |
| Focal Point | IMOs (In the absence of Assessment expert) |
| Frequency | Quarterly (HPC), depending on the agreement of ICC/HCT or as required |
| Distribution | HR.info, email, skype |
| Audience | Cluster IMOs, Government, I/NGOs, HQ | |
| Data Sources | ICC/IMWG/Cluster IMOs | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** | <https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/Guidance%20Humanitarian%20Indicator%20Registry%2008.13.pdf> |
|  | <https://www.humanitarianresponse.info/applications/tools/category/assessment-registry> |
| Template |  |
| **Example** | <https://www.dropbox.com/s/lu192iin8q3el2d/Haiyan%20Monitoring%20Framework%2020140210%20FINAL.xlsx> |
|  | <https://www.humanitarianresponse.info/applications/ir/indicators> |
| COUNTRY |  |
| Template |  |
| **Example** | <https://www.dropbox.com/s/lu192iin8q3el2d/Haiyan%20Monitoring%20Framework%2020140210%20FINAL.xlsx> |
| **Working Files** | *[in local/cloud server]* |
| Tools | Use of MS excel for the indicators |
| Remarks |  |

HR.info/humanitarian kiosk/unocha.org – IM Services

|  |  |  |
| --- | --- | --- |
| Description | Operational and advocacy website to enable responders to collaborate in an emergency. It includes maintenance of COD/FOD, Assessment, Indicator Registry, humanitarian access and other global websites under HR.info |  |
| IM tasks | Update, upload, edit and manage contents of the website. Coordinate with IMOs on the maintenance of the site. |
| Focal Point | IMO |
| Frequency | As required |
| Distribution | Email, skype |
| Audience | HCT, Cluster member agencies, I/NGOs, Donors, CSOs, HQ, Government, CSOs, IMOs | |
| Data Sources | Clusters, HCT members and organizations, government agencies, I/NGOs, Donors, CSOs and private institutions, HQ | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** | <https://www.humanitarianresponse.info/> |
|  | <https://www.humanitarianresponse.info/applications/kiosk> |
|  | <http://unocha.org/> |
| Template |  |
| **Example** |  |
| COUNTRY |  |
| Template |  |
| **Example** |  |
| **Working Files** | *[in local/cloud server]* |
| Remarks |  |

Data Standards – IM Services

|  |  |  |
| --- | --- | --- |
| Description | Standards that are either agreed by the clusters or as prescribed by government to be used by clusters. |  |
| IM tasks | HR.info, dropbox/google drive, email, print |
| Focal Point | IMOs (In the absence of Assessment expert) |
| Frequency | Quarterly (HPC), depending on the agreement of ICC/HCT or as required |
| Distribution | HR.info, dropbox/google drive, email, print |
| Audience | Cluster IMOs, Government, I/NGOs, HQ | |
| Data Sources | ICC/IMWG/Cluster IMOs | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** | https://www.humanitarianresponse.info/applications/data/page/documentation |
| Template |  |
| **Example** |  |
| COUNTRY |  |
| Resources | <https://philippines.humanitarianresponse.info/philippines-standard-geographic-codes> |
|  | <http://www.nscb.gov.ph/activestats/psgc/listprov.asp> |
| **Example** |  |
| **Working Files** | *[in local/cloud server]* |
| Remarks |  |

Data Analysis – IM Services

|  |  |  |
| --- | --- | --- |
| Description | This can include statistical analysis, trends, graphs/tables of data in support to decision making and can inserted in reports and infographics |  |
| IM tasks | Conduct data analysis using excel or any available software to produce tables, charts, graphs. |
| Focal Point | IMO |
| Frequency | as requested/required |
| Distribution | HR.info, dropbox/google drive, email, print |
| Audience | HCT, Cluster member agencies, IMOs, I/NGOs, Donors, CSOs, HQ | |
| Data Sources | Government agencies, HCT member agencies, Clusters | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** | <https://www.humanitarianresponse.info/applications/tools/category/prioritization-ranking-0> |
|  | <https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/toolbox/files/1.%20Intro%20Doc%20Prioritization%20Ranking.pdf> |
|  | <https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/toolbox/files/1.%20Intro%20Doc%20Severity%20Estimate%20Ranking.pdf> |
| Template |  |
| **Example** | <https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/toolbox/files/2.%20Tool%20Yolanda%20Prioritization%20Model.xlsx> |
| COUNTRY |  |
| Template |  |
| **Example** |  |
| **Working Files** | *[in local/cloud server]* |
| Tools | Use of MS Excel |
| Remarks |  |

Data Management – IM Services

|  |  |  |
| --- | --- | --- |
| Description | Provide support in the compilation and management of data needed for reports and infographics not specified in the COD/FOD. It includes file and document management used by the country office as well as local or cloud server that are shared and used by the field offices and clusters. |  |
| IM tasks | Compile and manage data not specified in COD/FOD but are necessary for the country office/operation. |
| Focal Point | IMO/IT/Reporting |
| Frequency | As required |
| Distribution | HR.info, dropbox/google drive, email, print |
| Audience | Cluster IMOs | |
| Data Sources | Clusters, government agencies, HCT member agencies, I/NGOs, CSOs, Donors, FTS | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** | https://www.humanitarianresponse.info/applications/tools/category/sudden-onset-emergency-information-management-guidance |
| Template | https://www.humanitarianresponse.info/applications/tools/toolbox-item/dropbox-folder-hierarchy-sudden-onset-emergencies |
| **Example** |  |
| COUNTRY |  |
| Template |  |
| **Example** | Typhoon Haiyan Cluster IMOs Dropbox created/managed by OCHA where data are stored and shared to all IMOs responding to the emergency. |
| **Working Files** | *[in local/cloud server]* |
| Tools | Generally uses free version of Dropbox or commercially purchased cloud based servers (e.g. Egnyte). |
| Remarks |  |

Spatial Analysis – IM Services

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| --- | --- | --- |
| Description | Aside from the regular OCHA standard maps, these include geographic analysis of tabular or spatial data related to an emergency. |  |
| IM tasks | Conduct spatial analysis using GIS software |
| Focal Point | IMO |
| Frequency | As requested/required |
| Distribution | HR.info, dropbox/google drive, email, print, humanitarian kiosk |
| Audience | HCT, Cluster member agencies, IMOs, I/NGOs, Donors, CSOs, HQ | |
| Data Sources | Government agencies, HCT member agencies, Clusters, international organizations (UNOSAT, PDC, etc) | |

|  |  |
| --- | --- |
| INTERNAL |  |
| GLOBAL |  |
| **Resources** |  |
| Template |  |
| **Example** | <https://philippines.humanitarianresponse.info/visuals/projected-severity-and-operational-presence-eastern-visayas> |
|  | <http://www.mapaction.org/component/mapcat/mapdetail/3165.html> |
| COUNTRY |  |
| Template |  |
| **Example** |  |
| **Working Files** | *[in local/cloud server]* |
| Tools | Use of ArcGIS |
| Remarks |  |

IM Working Group – IM Services

|  |  |  |
| --- | --- | --- |
| Description | Working group of Cluster/agency IMOs facilitated by OCHA. |  |
| IM tasks | Facilitate IMWG meeting, perform secretariat functions, and write meeting minutes, presentations. |
| Focal Point | IMO |
| Frequency | As requested/required |
| Distribution | HR.info, dropbox/google drive, email, print |
| Audience | Cluster member agencies, IMOs | |
| Data Sources | Government agencies, Cluster/agency IMOs | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** | <https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/toolbox/files/1.%20Intro%20Doc%20Information%20Management%20Working%20Group.pdf> |
|  | <https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/toolbox/files/General%20IMWG%20Draft%20ToR%2020111017.pdf> |
| Template |  |
| **Example** | <https://car.humanitarianresponse.info/fr/event/reunion-imwg-4> |
| COUNTRY |  |
| Template |  |
| **Example** | <https://philippines.humanitarianresponse.info/event/information-management-im-working-group> |
| **Working Files** | *[in local/cloud server]* |
| Remarks |  |

Printing Services – IM Services

|  |  |  |
| --- | --- | --- |
| Description | Printing of maps, posters and other visualization products. |  |
| IM tasks | Support OCHA office, cluster members and other humanitarian partners in printing large paper visual products. |
| Focal Point | IMO/IT |
| Frequency | As requested/required |
| Distribution | Print |
| Audience | Humanitarian Partners | |
| Data Sources |  | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** |  |
| Template |  |
| **Example** | <https://www.dropbox.com/s/0okfz14usr1apgd/Service%20Impression%20OCHA.pdf> |
| COUNTRY |  |
| Template |  |
| **Example** |  |
| **Working Files** | *[location of printer drives in local/cloud server]* |
| Remarks | HP Plotters: 2 in Manila, 1 in OCHA Tacloban, 1 in Roxas and 1 in Cotabato City |

Strategic Response Plan (SRP) - IM support

|  |  |  |
| --- | --- | --- |
| Description | A comprehensive plan of action for dealing with emergency that defines priorities, gaps, accountability and budget. |  |
| IM tasks | Provide inset maps and graphs, support in data analysis, and provide figures. |
| Focal Point | Reporting |
| Frequency | 30 days after a sudden onset emergency |
| Distribution | HR.info, reliefweb sites, email, print, humanitarian kiosk |
| Audience | HCT, Cluster member agencies, Government, I/NGOs, Donors, CSOs, HQ | |
| Data Sources | Clusters, HCT members and organizations, I/NGOs, government agencies, FTS | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** | <https://ochanet.unocha.org/OS/HQ_Branches_Offices/ESB/EES/EES_Shared_Drive/03%20Country%20Folders/Philippines/Typhoon%20Bopha%20Pablo%20-Jan2013/HPC_Revised_Draft.pdf> |
| Template | <https://www.humanitarianresponse.info/programme-cycle/space/page/key-documents-sudden-onset-emergency> |
| **Example** | <http://reliefweb.int/report/somalia/somalia-strategic-response-plan-2014> |
| COUNTRY |  |
| Template |  |
| **Example** |  |
| **Working Files** | *[location of printer drives in local/cloud server]* |
| Remarks |  |

Periodic Monitoring Report (PMR) – IM support

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| --- | --- | --- |
| Description | A summary report that provides a scheme to monitor aid delivered through input, output and outcome indicators agreed by the clusters. |  |
| IM tasks | Provide support in the identification of indicators, assist in the data collection and analysis, and provide graphs, map and figures. |
| Focal Point | Reporting |
| Frequency | Issued on a regular quarterly interval after the release of SRP or as agreed by the HCT/ICC |
| Distribution | HR.info, reliefweb sites, email, print, humanitarian kiosk |
| Audience | HCT, Cluster member agencies, IMOs, Government, I/NGOs, Donors, CSOs, HQ | |
| Data Sources | Clusters, HCT members, government agencies, I/NGOs | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** | <https://ochanet.unocha.org/OS/HQ_Branches_Offices/ESB/EES/EES_Shared_Drive/03%20Country%20Folders/Philippines/Typhoon%20Bopha%20Pablo%20-Jan2013/HPC_Revised_Draft.pdf>  <https://ochanet.unocha.org/OS/HQ_Branches_Offices/ESB/EES/EES_Shared_Drive/03%20Country%20Folders/Philippines/Typhoon%20Bopha%20Pablo%20-Jan2013/HPC_Revised_Draft.pdf> |
|  |  |
| Template | <https://www.dropbox.com/s/qfu1yk0csiehcg9/PMR%20Template%20V1.docx> |
| **Example** | <https://philippines.humanitarianresponse.info/document/periodic-monitoring-report-feb-2014> |
| COUNTRY |  |
| **Example** |  |
| **Working Files** | *[location of printer drives in local/cloud server]* |
| Remarks |  |

Humanitarian Need Overview (HNO) – IM support

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| --- | --- | --- |
| Description | Provides a consolidated analysis of information on the needs of people affected by protracted emergencies. |  |
| IM tasks | Lead in data collection/assessment, support in data analysis, and provide graphs, maps and figures. |
| Focal Point | Reporting |
| Frequency | Issued 9 months after an emergency with regards to a protracted emergency. |
| Distribution | HR.info, reliefweb sites, email, print, humanitarian kiosk |
| Audience | HCT, Cluster member agencies, Government, I/NGOs, Donors, CSOs, HQ | |
| Data Sources | Clusters, HCT members and organizations, I/NGOs, government agencies, FTS | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** | <https://assessments.humanitarianresponse.info/files/HNO_Guidance_and_Template_2014.pdf> |
| Template | <https://assessments.humanitarianresponse.info/files/HNO_Template_2014_0.docx> |
| **Example** | [h<https://docs.unocha.org/sites/dms/CAP/HNO_2014_CAR.pdf>](http://reliefweb.int/report/somalia/somalia-strategic-response-plan-2014) |
|  | <http://reliefweb.int/report/syrian-arab-republic/syria-humanitarian-needs-overview-26-april-2013> |
| COUNTRY |  |
| Template |  |
| **Example** |  |
| **Working Files** | *[location of printer drives in local/cloud server]* |
| Remarks |  |

Assessment Report – IM support

|  |  |  |
| --- | --- | --- |
| Description | Reports generated from assessments conducted that are related to an emergency/operation. |  |
| IM tasks | Support in the conduct of the assessment, lead in the agreement of the assessment form, lead in the processing and analysis of the assessment data. |
| Focal Point | Assessment specialist/IMO |
| Frequency | 14 days after sudden onset emergency (MIRA) or as required |
| Distribution | HR.info, email, print, humanitarian kiosk |
| Audience | HCT, Cluster member agencies, IMOs, Government, I/NGOs, Donors, CSOs, HQ | |
| Data Sources | Government agencies, Cluster/agency IMOs, HCT member agencies, I/NGOs | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** | <https://www.humanitarianresponse.info/applications/tools/category/assessment-design-and-analysis> |
|  | <https://assessments.humanitarianresponse.info/> |
| Template |  |
| **Example** | <https://assessments.humanitarianresponse.info/mira-reports> |
| COUNTRY |  |
| Template |  |
| **Example** | <https://philippines.humanitarianresponse.info/assessment/bohol-earthquake-rapid-needs-assessment-prelimenary-report> |
| **Working Files** | *[location of printer drives in local/cloud server]* |
| Remarks |  |

Situation Reports – IM support

|  |  |  |
| --- | --- | --- |
| Description | A concise operational document intended to support the coordination of humanitarian response and provides an update on the current needs, response and gaps in a given emergency. |  |
| IM tasks | Provide inset maps and graphs, support in data analysis, and provide figures. |
| Focal Point | Reporting |
| Frequency | Issued frequently in the early response phase until replaced by the Humanitarian Bulletin. |
| Distribution | HR.info, email, print, humanitarian kiosk, reliefweb |
| Audience | HCT, Cluster member agencies, Government, I/NGOs, Donors, CSOs, HQ | |
| Data Sources | Clusters, HCT members and organizations, I/NGOs, Donors, government agencies, FTS | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** | <https://ochanet.unocha.org/AS/REPORTING/Pages/default.aspx> |
| Template | <https://ochanet.unocha.org/AS/Reporting/Documents/Guidance_OCHA%20Situation%20Report_2013.zip> |
| **Example** | <http://reliefweb.int/report/central-african-republic/central-african-republic-situation-report-no-22-23-april-2014> |
| COUNTRY |  |
| Template |  |
| **Example** | <https://philippines.humanitarianresponse.info/document/ocha-sitrep-no-11-bohol-earthquake-2-feb-2014> |
| **Working Files** | *[location of printer drives in local/cloud server]* |
| Remarks |  |

Humanitarian Bulletin – IM support

|  |  |  |
| --- | --- | --- |
| Description | Provides update on the humanitarian situation and highlights the main advocacy points of the humanitarian situation. |  |
| IM tasks | Provide inset maps and graphs, support in data analysis, and provide figures. |
| Focal Point | Reporting |
| Frequency | Generally monthly after it takes over the Situation report. |
| Distribution | HR.info, email, print, humanitarian kiosk, reliefweb |
| Audience | HCT, Cluster member agencies, Government, I/NGOs, Donors, CSOs, HQ | |
| Data Sources | Clusters, HCT members and organizations, I/NGOs, Donors, government agencies, FTS | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** | <https://ochanet.unocha.org/AS/REPORTING/Pages/default.aspx> |
| Template | [https://ochanet.unocha.org/AS/Reporting/ReportingDocuments/Forms/AllItems.aspx?RootFolder=%2FAS%2FReporting%2FReportingDocuments%2FHumanitarian%20Bulletin&FolderCTID=0x0120005F50D56BF057FE4D8C5FDDC337EFD14E&View={B94A77DE-2988-43E0-B3FD-3944A5024827}](https://ochanet.unocha.org/AS/Reporting/ReportingDocuments/Forms/AllItems.aspx?RootFolder=%2FAS%2FReporting%2FReportingDocuments%2FHumanitarian%20Bulletin&FolderCTID=0x0120005F50D56BF057FE4D8C5FDDC337EFD14E&View=%7BB94A77DE-2988-43E0-B3FD-3944A5024827) |
| **Example** | <http://reliefweb.int/report/pakistan/pakistan-humanitarian-bulletin-issue-25-21-march-18-april-2014> |
| COUNTRY |  |
| Template |  |
| **Example** |  |
| **Working Files** | *[location of printer drives in local/cloud server]* |
| Remarks |  |

Minimum Preparedness Package – IM support

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| --- | --- | --- |
| Description | A mechanism for improving the response preparedness of OCHA's key partners at the national level. MPP activities include training, workshops, awareness raising and simulation exercises. The focus of the MPP is on 8 'Positive Response Outcomes', one of which is information management. |  |
| IM tasks | Improve the ability of the OCHA's key partners in country, including the HCT and the Government, to professionally manage information in support of an emergency response. This normally involves setting up an IMWG, compiling and sharing COD/FODs, putting in place the basic IM tools, and supporting assessments. | |
| Focal Point | HoO/IMO (Country Office); HAO/IMO (Regional Office) | |
| Frequency | A typical MPP roll out will take between 6 to 12 months during which several events (workshop, training, IMWG meeting) will be scheduled. It will not be repeated for at least another 2-3 years however, some countries require 'refresher' activities once a year, which could involve IM. | |
| Distribution | n/a | |
| Audience | Humanitarian Country Teams and Government (typically the NDMO but could also involve the National Mapping Agencies and National Statistics Offices). | |
| Data Sources | CODs and FODs typically come from Government sources such as National Mapping and Statistical Agencies. | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** |  |
| Template |  |
| **Example** | <https://www.dropbox.com/s/5vfl3sn5hq1wzo8/Bangladesh%20Preparedness%20Action%20Plan%202014%20-%20Final.docx> |
| COUNTRY |  |
| Template |  |
| **Example** |  |
| **Working Files** | *[location of printer drives in local/cloud server]* |
| Remarks |  |

Capacity building – IM support

|  |  |  |
| --- | --- | --- |
| Description | Capacity building and other preparedness activities that highlights on the use of IM tools. This may include trainings, workshops, forums and meetings. |  |
| IM tasks | Support in the conduct of IM training/workshop to partners agencies (NGOs and Government). |
| Focal Point | Reporting |
| Frequency | As required/request or agreed. |
| Distribution | HR.info, email, print, humanitarian kiosk, reliefweb |
| Audience | Government, I/NGOs, CSOs | |
| Data Sources |  | |

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| INTERNAL |  |
| GLOBAL |  |
| **Resources** | <https://ochanet.unocha.org/CA/Information_Management/Pages/InterAgencyDistanceLearning.aspx> |
| Template |  |
| **Example** | <https://www.dropbox.com/sh/wh1ksqg9gi1up2t/Oitr-pIq-Y> |
| COUNTRY |  |
| Template |  |
| **Example** | <https://www.dropbox.com/sh/wh1ksqg9gi1up2t/Oitr-pIq-Y> |
| **Working Files** | *[location of printer drives in local/cloud server]* |
| Remarks |  |

Information Management References

* Information Management Toolbox:

<https://www.humanitarianresponse.info/applications/tools>

* Sudden Onset Emergency Information Management Guidance: <https://docs.google.com/document/d/1m8VOx449lQx5VST2hzI80vgkuyNU5chBUYFiWPs7qr4/edit?pli=1>
* OCHA Graphics Style Guide :

<http://www.unocha.org/about-us/publications/ocha-graphics-style-book>

* Humanitarian Icons :

<http://reliefweb.int/report/world/world-humanitarian-and-country-icons-2012>